Everybody Wins: How to Turn Conflict into Collaboration

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Objectives

- Understand why conflict in the workplace happens
- Identify the three most common workplace conflict situations
- Identify the five different ways people deal with conflict
- Take personal responsibility for dealing with conflict, diversity, and disagreement

Personnel Benefits

- Reduced stress
- More time spent on the mission
- Job satisfaction

Organizational Benefits

- Retain top performers
- Creativity and Innovation
- Improved productivity

The “Everybody Wins” Approach

- Step 1: Everyone tells it like they see it
- Step 2: Get everything on the table
- Step 3: Focus on the future

Causes of Conflict

- Constant Change
- Stress of doing more with less
- Confusion over responsibilities
- Miscommunication

Video

Typical Conflict Responses

- **Competition:** Win/Lose
- **Avoidance:** Lose/Lose
- **Accommodation:** Lose/Win
- **Compromise:** Lose/Lose
- **Collaboration:** Win/Win

Best Response

Collaboration:

- Keep an open mind and try to truly understand where the other person is coming from
- Asking the other person's perspective can better help to understand where they are coming from
- Coming to a common ground is the starting point to resolving the issue

Personal Responsibility

- **Dealing with our emotions:**
  - Can be difficult
  - Acknowledgment and making a conscious choice to change

Summary

- Why conflict happens
- Three most common workplace conflict situations
- Five different ways people deal with conflict
- Taking personal responsibility for dealing with conflict